

4. Professional Standards

The purpose of this policy is to specify what acceptable behavior is for Communications Operators:

1. All employees of **ESPAÑOLA/RIO ARRIBA E-911 CENTER** are Public Safety Communications Professionals, by virtue of their training, certification and expertise.
2. ~~When E-911 board members, county officials, city officials, pueblo officials, mayor or any officials are in the E-911 Center or Administrative Offices, the E-911 Director will be notified while they are still in the Center. In order to provide the safest and most secure environment for the employees of the ERA 911 Center to operate, no one will be allowed inside the interior of the ERA 911 Dispatch Center except the ERA 911 Center Director and current staff.~~
2. ~~This prohibition shall include any members of the public, ERA 911 Board Members and members of law enforcement agencies. For the purposes of this section, the front lobby of the Dispatch Center shall not be considered subject to this prohibition.~~
- 4.3. ~~At no time shall an unknown person be granted access to the interior of the Dispatch Center. DOORS SHALL BE CLOSED AND LOCKED AT ALL TIMES. Violations of the above will be grounds for disciplinary action. The equipment room should be checked daily by authorized personnel to assure that equipment is in working order.~~
- 5.4. ~~The exceptions to the above-mentioned prohibition will be inspections conducted by the Department of Finance and Administration for the State of New Mexico, IT Contractors performing scheduled work, City of Española maintenance employees perform maintenance of the building and/or Dispatch Center, emergency responders responding to an ERA 911 employee's medical needs or any person contracted to do work.~~
- 6.5. ~~The exceptions enumerated in paragraph 3 above, except for City of Española maintenance employees, will require the issuance of a visitor's badge prior to being granted access to interior of the Dispatch Center.~~

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Visitor's badges will be issued by the Director after presenting a valid identification and signing into a visitor's log.

7. Members of the general public who wish to inspect or obtain copies of records or documents from the ERA 911 Center shall submit their requests at the designated window in the front lobby of the Dispatch Center. Law enforcement officers from any agency who require documents or records from the ERA 911 Center shall use the designated window by the backdoor of the Dispatch Center to retrieve the information, records or documents requested, needed, signed or copied.

As professionals, particularly in such a high-profile occupation as this, all employees are subject to continuous scrutiny from subscriber agencies, the public and our own peers. It is therefore essential that all SOP's be followed, in order to maintain the high standard of service.

- 8.6. Other than the ERA 911 Director, no one shall be allowed to address ERA911 Center staff directly for complaints, problems or to discuss a matter they were involved in while dispatching, including law enforcement, ERA 911 Board Members, and public or elected officials. An individual wishing to lodge a complaint or discuss problems or dispatching matters shall contact the ERA 911 Director to address the issue through proper channels following the Administrative Manual and or the SOP. If the complaint warrants Board attention or cannot be resolved by the ERA 911 Director, the Director will notify the ERA 911 Board Chair.

~~While ESPAÑOLA/RIO ARRIBA E-911 CENTER is in a unique situation with armed personnel frequently on the premises, no weapon may be removed from the holster at any time while the armed person is on ESPAÑOLA/RIO ARRIBA E-911 CENTER premises~~

4.12 Visitors

Visitors are not permitted in the interior of the Dispatch Center. ~~without the approval of the Shift Supervisor or E-911 Director.~~ Communications Operators may have visitors, but they must meet in the lobby, ~~break room~~ or outside area. For the purposes of this policy, "visitors" shall be defined as any person not an employee of the ERA 911 Center. Communications Operators shall not leave their position without the approval of the Shift Supervisor. ~~A CAD entry must be made for all visitors, and will contain~~

~~who the visitor was, the time of arrival and time departed. Officers/court personnel etc., may pick up paperwork and then exit. No loitering is allowed.~~ Former employees are not allowed in the Center.

Communication Center Facility

9.1 Access

Access to the Communication Center shall be granted only to those individuals known to the person granting access. All other persons will be met at the main entrance by a member of the E-9-1-1 Staff or Administrative Staff. At no time shall an unknown person be granted access. **DOORS WILL BE CLOSED AND LOCKED AT ALL TIMES.** Violations of the above will be grounds for disciplinary action. Equipment room should be checked daily by authorized personnel to assure that equipment is in working order.

- a. Individuals who are observing the 9-1-1 Center at a console position will be required to sign a confidentiality statement prior to being placed at a console.
- b. No one will be allowed to remain in the **ESPAÑOLA/RIO ARriba E-911 CENTER**; officers/court personnel may pick up paperwork ~~through the back window or front lobby~~ and will then be expected to leave immediately.
- c. No one is allowed to remain in the 911 Center.
- d. Background noise from visitors/staff, and other agencies must be kept low.